

## Course Specifications

Supporting Users  
Running Applications  
on a Microsoft  
Windows XP Operating  
System

**Course number:** 2262

**Course length:** 2 days

## Registration:

**CAD & Facilities Services, Inc.**  
(315) 686.6110  
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# Supporting Users Running Applications on a Microsoft Windows XP Operating System

## Microsoft Certified Desktop Support Technician

### Introduction

This two-day instructor led course is to provide individuals who are new to Microsoft Windows® XP with the knowledge and skills necessary to troubleshoot basic problems end users will face related to configuring and maintaining applications such as Microsoft Office, Outlook Express, Internet Explorer and other applications that run on a Microsoft Windows XP Operating System. This is an introductory course designed to provide information on how to troubleshoot applications running on Microsoft Windows XP.

This is the second course in the Microsoft Certified Desktop Support Technician curriculum.

### Audience

This course is intended for new entrants and career changers new to the IT industry. They have experience using Microsoft Office and have basic Microsoft Windows navigation skills. Another audience is the current call center technician with 6 months experience looking to validate their support skills.

### At Course Completion

After completing this course, students will be able to:

- Configure and troubleshoot applications.
- Set application compatibility settings.
- Troubleshoot application installation problems.
- Configure and troubleshoot e-mail account configurations.
- Configure and troubleshoot Internet Explorer.
- Configure and troubleshoot Outlook Express.
- Configure the operating system to support applications.
- Configure and troubleshoot file system access and file permission problems on multi-boot computers.
- Resolve issues related to usability of applications.

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- Manage Microsoft Outlook® data, including configuring, importing, and exporting data, and fixing corrupted data.
- Resolve issues related to customizing Internet Explorer.
- Resolve issues related to customizing Outlook Express.
- Resolve issues related to customizing the operating system.
- Configure and troubleshooting connectivity for applications.
- Configure application security.
- Identify and troubleshoot problems related to security permissions.
- Answer end user questions related to application security settings.

### Prerequisites

Before attending this course, students must have:

- Attended [Course 2261](#): Supporting Users Running the Microsoft Windows XP Operating System
- Experience using Microsoft Office as a general user.
- Experience using a Microsoft Windows operating system such as Microsoft Windows XP.

### Microsoft Certified Professional Exams

This course will help the student prepare for the following Microsoft Certified Professional exam:

- [Exam 70-272](#): Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

### Course Materials

The student kit includes a comprehensive workbook and other necessary materials for this class.

The following software is provided in the student kit:

- Evaluation copy of Microsoft Office System 2003 for classroom use only.

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## Course Outline

### Module 1: Introduction to Supporting Users Running Applications on Windows XP

After completing this module, students will be able to explain how to use troubleshooting guidelines and tools to support users running applications on Windows desktops.

Lessons

- Overview of Desktop Application Support
- The Windows System Architecture and Desktop Application Support
- Troubleshooting Application Installation Issues

After completing this module, students will be able to:

- Describe the role of the DST in application support and the tools available for troubleshooting applications.
- Explain the importance of the Windows system architecture as it relates to troubleshooting applications running on Windows XP.
- Troubleshoot application installation issues.

### Module 2: Troubleshooting Desktop Application Support Issues

After completing this module, students will be able to troubleshoot application compatibility issues and security issues related to applications on client computers that run Windows XP.

Lessons

- Troubleshooting Win32 applications
- Troubleshooting security issues related to applications
- Troubleshooting application compatibility issues

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- Troubleshooting MS-DOS-based and Win16 applications

Lab: Troubleshooting Desktop Application Support Issues

After completing this lab, students will be able to:

- Troubleshoot a non-responsive application.
- Troubleshoot security issues related to applications.

After completing this module, students will be able to:

- Troubleshoot Win32 applications.
- Troubleshoot security issues related to applications.
- Troubleshoot application compatibility issues.
- Troubleshoot MS-DOS-based and Win16 applications.

### Module 3: Troubleshooting Issues Related to Internet Explorer

After completing this module, students will be able to support Microsoft Internet Explorer.

Lessons

- Configuring and Troubleshooting General Settings
- Configuring and Troubleshooting Security and Privacy Settings
- Configuring and Troubleshooting Content Settings
- Configuring and Troubleshooting Connectivity Settings
- Configuring and Troubleshooting Program Settings
- Customizing Internet Explorer

Lab: Troubleshooting Issues Related to Internet Explorer

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After completing this lab, students will be able to:

- Troubleshoot Internet Explorer issues related to general settings.
- Troubleshoot Internet Explorer issues related to security settings.
- Troubleshoot Internet Explorer issues related to connectivity settings.
- Troubleshoot Internet Explorer issues related to advanced settings.
- Customize Internet Explorer.

After completing this module, students will be able to:

- Configure and troubleshoot general settings.
- Configure and troubleshoot security and privacy settings.
- Configure and troubleshoot content settings.
- Configure and troubleshoot connectivity settings.
- Configure and troubleshoot program and advanced settings.
- Customize Internet Explorer.

### Module 4: Troubleshooting Issues Related to Outlook

After completing this module, students will be able to troubleshoot issues related Outlook.

Lessons

- Configuring Outlook to Use Exchange Server
- Configuring Outlook Data
- Configuring Outlook for Internet E-Mail
- Troubleshooting Outlook

Lab: Troubleshoot Issues Related to Outlook

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After completing this lab, students will be able to:

- Troubleshoot RPC connections to Exchange Server.
- Troubleshoot issues related to managing Outlook data.
- Troubleshoot Outlook Internet Mail connectivity.

After completing this module, students will be able to:

- Configure Outlook to use Microsoft Exchange Server.
- Manage Outlook data.
- Configure Outlook for Internet e-mail.
- Apply guidelines for troubleshooting Outlook.

### Module 5: Troubleshooting Issues Related to Office

After completing this module, students will be able to support Microsoft Office.

Lessons

- Configuring and Troubleshooting an Office Installation
- Configuring Office Security
- Configuring Office Recoverability
- Configuring Office Language Features

Lab: Configuring Issues Related to Office

After completing this lab, students will be able to:

- Repair a damaged Office installation.
- Enable document recovery.
- Use Shadow Copy to recover previous versions of documents.

After completing this module, students will be able to support Microsoft

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Office.

Specifically, students will be able to:

- Configure and troubleshoot an Office installation.
- Configure Office security.
- Configure Office recoverability.
- Configure Office language features.

### Module 6: Troubleshooting Issues Related to Outlook Express

After completing this module, students will be able to support Microsoft Outlook Express.

Lessons

- Configuring Outlook Express for E-Mail
- Importing and Exporting Outlook Express Data
- Configuring Outlook Express for Newsgroups

Lab: Troubleshooting Issues Related to Outlook Express

After completing this lab, students will be able to:

- Configure Outlook Express for e-mail.
- Troubleshoot issues related to Outlook Express data.
- Configure Outlook Express for newsgroups.

After completing this module, students will be able to support Microsoft Office.

Specifically, students will be able to:

- Configure Outlook Express for e-mail.
- Import and export Outlook Express data.

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